Parking Wayfinding App Q&A

Q. When is the delivery of Way Finding Mobile App required?

Delivery is 90 days after the vendor has been awarded; however, a reasonable extension may be granted.

Q. Could you please explain further on the integration required with Amano Equipment as mentioned in the RFP?

We want the app to pull occupancy data from the Amano equipment and/or back office system so that information can be relayed to the public via the app.

Q. Would this application that "Albany Parking Authority" wants to develop be integrated into the current "Park Albany" iOS/Android app or would it be a separate new "parking wayfinding application" that will need to be developed from scratch?

We would like it to integrate with the current Park Albany iOS/Android App but understand that integration can be difficult if not impossible, therefore a second app would be acceptable.

Q. Would the services to fetch all data be provided by "Albany Parking Authority" or "TIBA" to the selected vendor who will work under this RFP? In what format would the data be provided for integration?

Vendor would have to cordinate with TIBA to understand what format is needed.

Q. Would real time occupancy be fetched from TIBA?

This would be the goal, however the vendor would have to coordinate with TIBA to see if this is possible.

Q. From the website it seems like all the information - "facility rates, events, event rates, occupancy and hours of operation" - is being managed from a backend. Our assumption is that APIs would be shared with us to integrate with the mobile application. Assuming that, if an additional parking lot and the related information is added at the backend, the mobile application can be configured to add additional parking lots. If that is the case, what is the thought behind having a - "back office access to allow staff to change/add information as needed as well as adding additional facilities."

We do not believe the website would function with the App. The App would have to pull data from the TIBA system and/or Amano system itself. Therefore, a "back office" or administrative log in would be needed to change locations, rates, occupancy, events and hours of operation.

Q. Can "Albany Parking Authority" please explain the features that are required as a part of the CMS?

At a minimum: live/current pricing, available parking spaces, hours of operation and interactive mapping.

Q. Does the application need to provide capability to purchase space at the selected garage or this is out of scope for the RFP?

No. This is out of scope for the RFP.

Q. For possible additional location integration for Time Union Center Garage with Amano Equipment, what additional data needs to be shown in the iOS/Android App for Amano Equipment integration than

for the other three (3) locations mentioned in the RFP and will "Albany Parking Authority" or "Amano" provide required API/web-services to fetch all data?

The format of information in the App would be the same for the Albany Parking Authority and the Times Union Center, however the vendor would need to contact Amano and/or TIBA for the required (if needed) API/web services to fetch data.

Q. Should the proposal include cost for integration with Time Union Center Garage location with Amano Equipment or it should be provided at a later date, as and when Albany Parking Authority wants to integrate with that equipment and location?

It should be included but as a separate line item.

Q. Apart from the feature sets mentioned under Page 6/7 of the RFP under "Section 2: Scope of Service" and "Summary", is "Albany Parking Authority" looking for any other additional features that needs to be developed under this project?

No.

Q. Under page 9, Section 4. Equipment, it mentions that "Proposals must include a detailed description of the proposed equipment provided". What is this for, as we think this project will not require any hardware/equipment to be provided by Vendor and only requires development of "parking wayfinding application" for iOS and Android per feature list mentioned in page 6/7 of the RFP.

This is only if equipment is needed.

Q. Under page 9 of the RFP, Section 5.5 - Non-Performance: it is mentioned that – "If the Vendor fails to provide the equipment and services per the schedule provided by the Vendor per Section 1.16(c)", but we are unable to locate subsection (c) under Section 1.16.

Please see Addendum No 1 at www.parkalbany.com under Bids & RFPs. Addendum states that section 1.16 is actually 1.15.

Q. In Table of Content, Page 2 of the RFP, it lists "Attachment A: Cost Proposal Form" under Page 18 of the RFP, but there is no "Attachment A: Cost Proposal Form" inserted in the RFP. Can we get the same?

Please see "Acknowledgment By Proposer" on page 18.

Q. Do Vendors need to send any electronic version of the proposal by email or other electronic means like CD apart from two (2) hard copies, as on Page 3, section 1.5 - Proposal Format, it tells to send two (2) hard copies, but in page 3/4 under section 1.7, its says – "All hard copies and electronic proposals should be mailed or delivered to", but don't tells the delivery method of the electronic proposal version, if required to be sent for this RFP response.

Two (2) hard copies and one electronic version (thumb drive, CD, etc) are required.

Q. What is the estimated budget allocated by Albany Parking Authority for the project?

None Specified.

Q. What is the estimated timeline under which Albany Parking Authority wants to deploy the project into production?

90 days after the vendor has been awarded; however, a reasonable extension may be granted.

Q. It appears you would like the app to communicate with both the Amano and TIBA equipment to obtain occupancy info and display it to the user. Is this correct?

Yes. We would like the App to have the ability to communicate with both TIBA and Amano.

Q. If #1 above is correct, how will the app obtain the occupancy info from the Amano equipment (example: could api or local hardware interface)? Is there internet access there available to upload the information to our servers?

Vendor will need to refer to Amano.

Q. Where can we obtain the needed documentation to interface with the Amano equipment?

Vendor will need to refer to Amano.

Q. If #1 above is correct, how will the app obtain the occupancy info from the TIBA equipment (example: could api or local hardware interface)? Is there internet access there available to upload the information to our servers?

Yes. Vendor will need to refer to TIBA.

Q. Where can we obtain the needed documentation to interface with the TIBA equipment?

Vendor will need to refer to TIBA.

Q. Please provide a few examples of how a typical user might use the app.

- User is coming to event in downtown area of Albany, NY and needs to find parking. User uses app to locate available parking near venue. App displays map showing Parking Authority facilities along with pricing, occupancy, hours of operation, etc.

Q. Please describe what you would like the user to see when they first start the app, and then what actions a user may perform and what the expected result for those actions should be.

Our brand or welcome message with a destination search option.

Q. The https://parkalbany.com website is responsive; therefore, the web pages adapt to a range of screen sizes (desktop monitor to smart phone). Given that, are you open to a proposal for supplementing the current website with the additional functionality you require, rather than building a separate app? Would a proposal for a website vs. an app meet your requirements?

No.

Q. Are there clear limitations that you are considering that prevent the website from providing desired functionality vs. a stand-alone app?

No.

Q. Assuming it is acceptable for a bidder to propose current website modifications vs. a stand-alone app, please consider the following additional questions:

We are not looking for proposals for website modification. The bid is for a stand-alone app only.

a. The current site already presents facility rates, events, event rates, occupancy and hours of operation. Is this data from the TIBA parking system, from a legacy database, or is it static HTML?

i. If from a database, what database?

ii. If data is coming from the TIBA system, what specific data is that and is it expected to show in real time or slightly delayed?

iii. If data is not from the TIBA system, is there be a requirement to provide the capability for your website administration team to add/update this information (including adding new garages)?

b. The current "Park Albany app" provides online payment capability but only for on-street parking. Can we assume you would now want online payments for parking in the 3+ garages to also be supported in your current website?

N/A. This is a stand-alone App.

c. Is the design of the new functionality the same as the current site or would you require a whole new design for the new functionality?

N/A. This is a stand-alone App.

d. What browsers need to be supported?

N/A. This is a stand-alone App.

e. Are any TIBA modules that are not currently used required in the new functionality of the website?

N/A. This is a stand-alone App.

f. By "facility rates, events, event rates, occupancy and hours of operation," do you mean that the current per-facility information will be entered and kept current by your website administration team in a new secured website feature?

N/A. This is a stand-alone App.

Q. Regarding "back office access to allow staff to change/add information," what specific information is that?

Our staff would need to be able to change information about events, event rates, daily rates, monthly rates, to add or delete locations.

Q. Are you expecting the ability to highlight approaching events separately from the normal rates and hours, as is done today?

Possibly.

Q. Would the new functionality allow users to navigate only to a parking garage, or to a specific parking spot within a garage?

Functionality would all users to navigate to a parking facility.

Q. Would the new application functionality be utilized for informational purposes/display only? Or would it be a fully functional solution whereby it accepts user data for such elements as pre-paid parking

reservations and post-parking payments, etc., and either updates a legacy database or exports to the TIBA system or both?

> a. If yes to export, what format is expected?

> It would be utilized for informational purposes only and updates via the TIBA system. Please refer to TIBA for more information.

Q. By "guide the public to the Authority's facilities", do you mean to just provide Google maps with the specific addresses of each location? Please elaborate if additional functionality is desired.

The goal is to have an interactive map so the public can see where the facilities are located compared to their destination.

Q. What combinations of staff-entered data, TIBA-derived parking data, and online mapping (e.g. Google Maps) need to be displayed within the new application?

Staff-entered data would be rates, event rates, events, adding or deleting locations, month and daily rates. TIBA to deliver occupancy information (car counts or available space). Interactive maps to allow the public to see facility locations.

Q. Are there any 508 compliance requirements or Accessibility Standards the application needs to support?

Must be ADA compliant.

Q. Is there any desire to interface with any third-party parking apps, e.g. ParkWhiz? If so, which ones?

At this point, no.

Q. Which specific TIBA Parking Systems software modules are currently used? Can we get additional details on the desired level of interface and how it is to be used, i.e. is the referenced "occupancy information" at the level of "some vacant spaces are available in this garage" or the more granular "space xyz is available"?

We believe one of the modules that could be used under the TIBA back office system is called Park State. We would like the occupancy to be displayed as the number of spaces available based on entry and exit via the TIBA system.

Q. Do you have dynamic pricing in these garages? How often does the pricing change? We would like to know if the pricing displayed in the app is constant or dynamic.

The daily and monthly rates are rarely changed, however event rates could be changed regularly.

Q.   Is Current Occupancy the only information that needs to be relayed by integrating with TIBA and AMANO? Or, are there any other information like dynamic pricing, Parking zone details etc… that needs to be obtained from TIBA and AMANO?

Yes.

Q. Is there a period of contract? Do you want us to host and maintain the app? If so, for what duration?

Q.   Application will have a back office to add/edit information like change in price, event details , event price , hours of operation - no problem.

To design a back office that will let you add additional facilities could be done, but will require extra work which will add more cost to the final product. This is advisable if numerous facilities will be added in future. But, considering only very few facilities will be added in future, do you prefer us add these facilities in the app whenever required for no additional cost for the duration of the contract , or would you prefer having a back office designed even if it is expensive to have the few additional facilities added by yourself.